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TO ALL DIPLOMATIC AND CONSULAR POSTS COLLECTIVE

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PLEASE PASS TO CLO COORDINATOR, HRO AND MO

E.O. 12958: N/A

TAGS: AMGT, KFLO, APER

SUBJECT: READVERTISEMENT: EMPLOYMENT OPPORTUNITY IN THE
FAMILY LIAISON OFFICE: PROGRAM SPECIALIST

1. The following is an announcement of a vacancy in the Family Liaison Office (M/DGHR/FLO). Please pass to CLO and publish widely in your mission. Please send a copy to family members interested in employment in Washington D.C. The application deadline for this announcement is April 16, 2007.

2. Title: Communications and Outreach Coordinator, Program Specialist, Family Liaison Office (M/DGHR/FLO), GS-0301-12, full time, 2-year limited appointment, Excepted Service, Schedule A.

3. Summary and Background: Family Liaison Office clients include Foreign Service and Civil Service employees and their family members preparing for, serving abroad, or returning to the United States. The incumbent of this full-time position works under the direction of the Director of the Family Liaison Office and as an integral team member supporting all FLO subject matter specialists. To learn more about the Family Liaison Office visit our websites:

Intranet: <http://hrweb.hr.state.gov/flo/index.html> or
Internet www.state.gov/m/dghr/flo.

4. Major duties are:

A. The Communications and Outreach Coordinator is responsible for outlining FLO's outreach and marketing

strategy, and communicating FLO programs, services, and resources to audiences both within and outside the Department of State. The incumbent works closely with the Director and Deputy Director, and other FLO staff members to identify topics for publication, support materials, and audiences to further enhance FLO's communications strategy.

B. The incumbent is responsible for developing a consistent visual layout and format for FLO's outreach and marketing materials, working closely with the Director, Deputy and portfolio managers to coordinate the development of marketing materials and messages.

C. The incumbent manages the Family Liaison Office web portfolio, including one internet web site and one intranet web site. Using two different web software packages, s/he designs the logic and mapping of information on the web sites, chooses materials, builds new pages, and provides liaison with Department of State web managers. As the web point of contact in the Family Liaison Office, the Communications and Outreach Coordinator stays current with Department of State office web sites and web sites that support the Foreign Service community. S/he researches web information pertinent to the Foreign Service community, and when appropriate, recommends links from the FLO web sites. The incumbent is responsible for updating all of the publications and papers posted on the websites, in coordination with the portfolio managers.

D. The incumbent manages the FLO distribution/subscription database, with the support of the HR technical staff. S/he also monitors the generic CLO mailbox email addresses, and stays informed of new web technologies used by Department of State offices. The incumbent attends departmental web meetings.

E. The Communications and Outreach Coordinator compiles, formats and distributes FLO program publications developed by the portfolio managers such as the Global Employment Connection (quarterly), and Evacuation Plan: Don't Leave Home Without It, among others. The incumbent also writes and distributes FS Direct, FLO's bi-monthly electronic newsletter chronicling FLO services, programs, and resources.

F. The incumbent participates in the training of Community Liaison Office coordinators, specifically leading the information and resource management segments of training. S/he develops and designs handouts, presentations, and exercises for this segment, and supports the production of training materials for all presentations.

G. In support of FLO outreach to the Foreign Service community both in Washington and overseas, the incumbent researches, writes, and edits material for special projects undertaken by the Family Liaison Office, and drafts correspondence, email responses, and reports as needed. S/he writes and/or edits articles for submission to State Magazine, FS Journal, AAFSW's Global Link, and publications of other organizations outside of the Department of State.

H. Using Desktop Publishing and MS Powerpoint, the incumbent designs and formats materials (e.g., briefings, reports, event announcement flyers and invitations, web postings, and papers) for FLO staff members. S/he determines design and format, and applies a consistent set of style, grammar, and punctuation practices to all FLO materials, in consultation with the Director and/or Deputy Director.

I. The Communications and Outreach Coordinator is responsible for a collection of over 40 papers and publications addressing issues unique to the Foreign Service lifestyle. The Coordinator identifies interests, researches and drafts materials for inclusion, solicits contributions from staff members and other offices both within and outside the Department, edits and formats all articles, and arranges for the production and distribution of materials.

5. Qualifications and Ranking Factors: Applicant is requested to address the following factors individually in a supplemental written statement submitted with the application material.

Applicant must be a U.S. citizen with at least five years of first-hand knowledge of Foreign Service life generally gained by experience living and working in Foreign Service communities abroad that would enable the applicant to demonstrate knowledge of the resource and information needs of the Foreign Service community. In addition, the applicant must be able to demonstrate:

A. Demonstrated success and experience in marketing and outreach campaigns that raised awareness and increased demand amongst target audience.

B. Ability and experience in using web content management and design applications, including Dreamweaver and HTML.

C. Experience and expertise in graphic design and formatting.

D. Ability to gather, evaluate and interpret complex data and written material.

E. Ability to write clearly and concisely on both technical and non-technical subjects.

F. Ability to edit both technical and non-technical written materials.

G. Ability to format written materials using Desktop Publishing.

H. Knowledge of formatting tools in MS Word, and familiarity with desktop publishing programs. Willingness to learn data management programs/tools like Access and/or Excel.

I. Ability to work independently, and to multi-task under pressure of deadlines.

J. Ability to interact with others and lead team publications efforts.

K. Ability to design presentations and deliver information to adult audiences.

6. The Family Liaison Office needs to fill this position as soon as possible. Availability is a key factor. Please note the closing date of April 16, 2007.

7. How to apply: interested individuals may submit one of the following: an optional application for Federal employment (OF-612), a SF-171, a federal resume or any other written format (see important instructions for submitting a resume at the end of this announcement).

In addition, each candidate must submit a supplemental statement that addresses each ranking factor and explains in detail how the applicant's experience (paid or unpaid), education or special training relates to those qualifications (see item 4 under paragraph 7, additional information).

Applications which are incomplete or mailed in government envelopes will not be considered. Send applications to Tracy Young, HR/EX, Room H 726, SA-1, Department of State, Washington, D.C. 20520. Applications may also be faxed to Ms. Young at (202) 663-2371. The application must be received by close of business April 16, 2007.

If there are any questions regarding this announcement, please call Leslie Teixeira, Deputy Director, M/DGHR/FLO, at (202) 647-1076. Applicants may want to email (teixeiralm@state.gov) or fax (202-647-1670) their intention to apply to Ms. Teixeira.

8. Evaluation method: determination of basic eligibility and evaluation of the applicant's experience, education and training will be based solely on a review of the Federal application or resume. It is imperative that the information provided be in sufficient detail to permit accurate evaluation of eligibility and background as they relate to the qualification requirements listed in the announcement.

9. Additional information: 1. All current Federal employees and reinstatement eligibles must submit a current performance appraisal and a SF-50 showing proof of competitive status. (If a current performance appraisal does not exist, a form DS 1812 (applicant appraisal) or equivalent form from another agency, signed by the current supervisor, is acceptable, or if the performance appraisal of record does not fully address the ranking factors, the DS 1812 may be submitted.) 2. All applicants claiming veterans' preference must provide proof of eligibility. 3. All other applicants (non-status) must submit information identified above. 4. All applicants must submit information that addresses the ranking factors (qualifications) in this announcement. 5. All applicants should submit SF-181, race and national origin form (for statistical purposes only).

Privacy act information: The Office of Personnel Management and other Federal agencies rate applicants for Federal jobs under the authority of sections 1104, 1302, 3301, 3304, 3320, 3361, 3393, and 3394 of title 5 of the United States code. The information requested is needed to evaluate your qualifications. Other laws require inquiring about citizenship, military service, etc.

10. Information for those who wish to submit a resume: please note that although neither the format nor a particular application form is specified, there is certain information that applicants must provide in order to determine if the legal requirements for Federal employment have been met and to evaluate one's qualifications. If a resume format is used, it must contain the following information for the applicant to be considered for the position.

A. Personal and educational information: 1. Full name, mailing address (with zip code) and day and evening phone numbers, including area code; 2. Social Security number; 3. Country of citizenship (most Federal jobs require U.S. citizenship); 4. Veterans' preference (proof of eligibility required); 5. Highest Federal civilian grade held, including series, beginning and ending dates; 6. Name, city and state of last high school attended and date of diploma or GED; 7. Name and state of colleges and universities attended, major fields of study, type and

year of any degrees received (if no degree, show total number of credits earned and indicate whether they are in quarter or semester hours).

B. Work experience and other qualifications: applicants must provide information on their work experience, both paid and non-paid, that is related to the position for which they are applying, including:

1. Job title (series and grade if Federal employment);
2. Duties and accomplishments;
3. Employer's name and address;
4. Supervisor's name and telephone number (indicate if we may contact your current supervisor);
5. Starting and ending dates of employment (month and year);
6. Hours worked per week;
7. Salary;
8. Any other qualification, including: job-related training (title and date of course); skills (e.g., languages, typing speed, tools, machinery, computer software/hardware); current licenses; or honors, awards and special accomplishments (e.g., honor societies, publications).

11. SUMMARY OF REQUIRED APPLICATION ELEMENTS. In summary, you must include ALL of the following. If ANY item is missing or incomplete, your application cannot be considered:

A. An OF-612, SF-171, a Federal Resume, or any other format that contains ALL of the required elements listed in paragraph 10 of this announcement; NOTE: these forms or formats can be found on the internet.

B. "Supplemental Statement" addressing EACH of the Qualifications and Ranking Factors IN DETAIL;

C. Most recent performance evaluation; OR

D. For Federal Employees (including those on INWS):

1. Most recent Performance Appraisal Report or EER, or If one does not exist, a form DS-1812 or equivalent Form from another agency;
2. Most recent SF-50 (even if several years old).

E. An SF-181 (this can be found on the internet);

F. Veterans must demonstrate proof of eligibility.

12. FLO STRONGLY recommends that applicants contact the Career Development Resources Center (CDRC) for guidance on the preparation and submission of an application for a

U.S. government position. They can be contacted via telephone at 202-663-3042, via fax at 202-663-3146, or by email at CDRC@state.gov. The CDRC is located at SA-1, Room L321, Columbia Plaza, 2401 E Street, NW, Washington, DC 20520. This service is available at no cost to Department of State employees and family members of US Government employees serving overseas under Chief of Mission authority. The intranet website is <http://hrweb.hr.state.gov/csp/cdrc/index.html>.

13. MINIMIZE CONSIDERED.
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